speak on every statement So, I will call a few people.....:,,,..

—

STATEMENT BY MINISTER

Performance of Indian Airlines

THE MINISTER' OF, ENERGY WITH ADDITIONAL CHARGE OF THE MINISTRY OF CIVIL AVIATION. (SHRI. ARIF MOHD. KHAN) j Madam, the immediate problem that confronted' the new Government; on taking over was to restore normalcy in. domestic air services which ware curtailed/disrupted to a large extent due to a month-long strike by the Aircraft aMintenance Engineers of Indian Airlines. I am happy to inform the hon. Members that representatives of the All India Aircraft Engineers' Association after discussions, agreed to withdraw their strike unconditionally, as a result of which conditions today are near normal.

There was need to improve the quality of Indian Airlines' services to. passengers in a number of areas, it was decided that this would be done in phases, the first of which would be to ensure that dissemination of flights information to passengers was D°th accurate and prompt, and that certain immediate steps are taken to improve the quality of facilitation services. With these objects in view, the following measures have been taken:

(1) HFSSB sets provide Indian Airlines, stations with an independent system of communication for the purpose of flight information. They are presently available at 20 stations. It 'has been decided to provide additional HFSSB- sets to. 19 other stations to link capital Cities, places of tourist interest, places of commercial importance and in-accessible regions. The process of procurement of this equipr ment has started, and the. sets should be installed in around four months.

SHRI GHULAM RASOOL MATTO (Jammu and Kashmir): Madam, what is HFSSB?

SHRI ARIF MOHD. KHAN; These are sets which provide communication between two stations.

...

(2) Safdarjung Airport will be provided with an auto-answering machine which will give pre-recorded information both in Hindi as well ag in English.

O) In addition to the auto-answering services at Palam and Safdarjung Airport, I have asked Indian Airlines to have adequate telephone connections to ensure that the public is able to obtain specific information by telephone from operators. 20 additinal telephone lines have already been sanctioned.

(4) Tele-tax services are Presently being provided between 10. 00 a. m. and 500 p. m. Doordarshan is working out how to make this service available from 4. 00 a. m. to midnight.

For improving the quality of facilitation services, it has been decided to re-organise and strengthen the customer-service units at major airports. To reduce queues in city booking offices, Indian Airlines has been advised to provide additional cash counters... t

For stranded passengers, in case of flights delayed by one hour or more, arrangements, are being, made by Indian Airlines for serving tea, coffee, snacks etc. at the airport restaurant. In case of longer delays of around three hours Or more, arrangements are being made for transportation of passengers, escoted by. Indian Airlines officials, to the airport hotels for service, of refreshments, meals, etc. to the extent possible. Indian Airlines have also made arrangements with selected hotels -to prominently display information regarding delayed flight*.

[Shri Arif Mohd. Khan] To make arrangements for tender delays mentioned above in all cities would take time. So it is proposed that these arrangements would, be made in Delhi within this week and in Bombay, Calcutta and Madras by the end of December, this year. Thereafter, efforts will be made to provide similar facilities af all places having hotels near airports.

Officers hive been designated If Indian Airlines to supervise different locations for providing assistance like refunds, taxi vouchers, hotel accommodation, retrieval of baggage, transmission of messages, etc.

To have an independent feedback regarding the quality of services being provide by Indian Airlines, the Consumer Council has been requester to send representatives •■ make surprise inspections and report on the working of various services and facilities at Palam Airport to lndian Airlines as well as the Ministry. Thy will begin as a pilot scheme in Delhi and, if successful, will be extended fo other cities in the country.

These steps, it is hoped, result in visible improvement in the quality of service to passengers in the very near future.

THE DEPUTY CHAIRMAN; Now Mr. Malaviya. कृपया जरा संक्षेप में बोलिएगा ।

श्री सत्य प्रकाश मालवीय : (उत्तर प्रदेश) : माननीया उपसभापति जी, मंत्री महोदय ने स्वयं वक्तव्य देकर एक अच्छा काम किया है । यह इंडियन एयर लाइंस के कार्य स्थापन के सम्बंध में, उसकी जो सेवा है, उसमें सुधार करने के संबंध में मंत्री जी ने, जो उनके भाग ने फैसला लिया है, उसके बारे में बताया । एयर कारपोरेशन अधिनियम, 1953 में बना था और उसी के अंतर्गत इंडियन एयर लाइंस का गठन हुआ था । एक महीने तक इंजीनियर्स की हड़ताल चली, लोगों को बहुत ही कठिनाई हुई, । परेशानी हुई इस दौरान लोगों को घण्टों घण्टों हवाई-अड्डे पर बैठे रहना पड़ता था और उसके बाद सूचना मिलती थी कि फलां विमान की सेवा निरस्त की गई है और उसके बाद लोगों को वापिस लौटना पड़ता था । मुझे उम्मीद है कि जो दिशा-निर्देश दिए गए हैं मंत्री जी के वक्तव्य में, उसका पालन होगा ।

महोदया, मैं केवल एक प्रश्न पूछना चाहता हूं कि इंजीनियर्स ने जो एक माह तक स्ट्राइक की थी, उस दौरान इंडियन एयर लाइंस को कितना घाटा हुआ ? इंजीनियर्स की क्या मांग थीं, जिन्होंने स्ट्राइक की थी और उन मांग की पूर्ति के सम्बन्ध में सरकार ने क्या-क्या फैसले लिए ?

THE DUPUTY CHAIRMAN- Now, Mr. Salve.

SHRI N. K. p. SALVE (Maharashtra): Madam< it is very heartening to know from *the* Minister that the Aircraft Maintenance Engineers of the Indian Airlines have called **off** their strike. I must express my anguish and I must express my very great distress over the attitude of the employees of the Indian Airlines, who are very well paid and who hold the entire travelling public tO ransom very often and in season and out of season they go on strike and they put the people into a lot of difficulties-. The question: that I would like to ask of the Honourable Minister, Mr. Arif Modh.. Khan, is whether all the measures that he ha, enumerated in his statement he Wiil be able to implement. I hope he is able to implement them successfully.

Madam, he hag not mentioned anything about restoring the number of flights which bad been reduced and especially I want fo refer to the flight between Delhi arid" Nagpur. The Delhi-Nagpur flight was normally for seven days, ***it*** anyhing" happens to any aercraft anywhere in the world, the flights here are reduced to five days. Now, with the strike, it was reduced to fiVe days a week. And, Madam, the flight from Yirgpur to

Delhi, is *via Pime* and this is very unfair and very unjust. Nagpur ia the second Capital of Maharashtra anj a large number of people travel On this route. Therefore, may I request the honourable Minister to be a little more specific and categorical and he able to assure Us that we wili hav* this flight every day, on each *one* of the seven days, and that we would not have to do. the Dravid Pranayam, as we call It is Prpnayamana' to Sanskrit. This Dravid Pranayam we should be spared of. This is my submission.

THE DEPUTY CHAIRHMAN: Now, Mr. Sukomal Sen. Please be as Brief as Mr. Salve.

SHRI SUKOMAL SEN (West Bengal); I will be briefer ateo,

THE DEPUTY CHAIRMAN; That is very fine. Thank you.

SHRI SUKOMAL SEN: Madam, this is an effort made by the honourable Minister to improve the ser. vices of the Indian Airlines. But the Minister has mainly dealt with the facilitation services and providing information about delays, etc. Bui the question te how to minimise delays about which he has not, stated anything in this statement. The Minister has to state what the reasons for the delays are, how to minimise them and how to avoid cancellation of flights• On going to the airROEt one hears the news that the flight is cancelled. It te most unfortunate and it is sheer ill luck for the passengers to go there to be told that the flight. is delayed or cancelled. So, how are you going to minimise them? That is important.

Then, there is the question of waiting list- How to avoid these waiting lists is ateo an important question. Long waiting lists of passengers are there who are not getting seats. This is happening quite frequently on different routes. How to minimise them should be stated by the Minister.

THE DEPUTY CHAIRMAN; To have more aircraft. Madam, about the safety aspect, what is the hon. Minister going to do? I would like to hear from him.

Then my last question is about air hpstesses. Madam, air hosbesses are agitating for, wiping out discrimination about retirement age, etc. with male counterparts. Before the election the then Prime Minister in a Statement on Television and Radio said that he has. ordered the Indian Airline. to remove discrimination. I Would like to know from the hon. Minister whether thfe Government is going to Implement the dicision taken by we earlier Prime Minister. That te very important.

So far, as the engineers' strike ia concerned, if today their demands are pending. tomorrow they -can start the agitation again. How is the hon. Minister going to deal with this? I would like to know.

SHRI BIR BHADRA PRATAP SINGH (Uttar Pradesh): Madam, there are two Or three basic questions which have been. omitted by the hon. Minister in his statement. You have not. said anything about sister organisations. Nothing has been mentioned about sister organisations. NOW, the most important thing is about maintenance of airports. Only four of your ports are maintained by the International Airports Authority of India,. Delay during for is expected because of lack of facilities available, which is called zero landing system, at most of the airports in India which you have *not* mentioned.

You have been running in losses except this year. I expected a statement as to how you will deal with mismanagement. You should have mentioned about adoption of several economic measures. One te poop industrial relationship It is not con-

[Shri Bir Bhadra Pratap Singh]

fined to strikes only. There are other aspects of industrial relationships. You should have dealt with that. Now, a man who is largely responsible for poor planning of the Airlines has now been made chief of the Airlines. There has been much interference in the proper running of Indian Airlines from the Ministry. This is against the basic principles of functioning of an independent Corporation.

Now, I come to 'the technical aspect. The Indian Airlines is unique in the world because at present it is running as many as 16 types of aircraft at the same time. Can you imagine an airlines running 16 types of aircraft. You can imagine the type of maintenance and specialised staff required. Will you kindly rationalise this? This involves heavy expenditure. Where in the world can an airlines afford to operate 16 types of aircraft, 16 types of engineers, workshops, etc? Now, the Airlines has a poor maintenance policy. It is buying components on *ad hoc* basis for day-to-day needs rather than... (Time Bell *rings)* Have you touched upon this aspect of the matter? Otherwise you are bound to suffer losses. You have been suffering from time immemorial. So why don't you give to this country an integrated long-term procedure for procurement of essential parts and training of) the crew? (Time Beli-*rings)*

THE DEPUTY CHAIRMAN; Shri Ashwani Kumar.

श्री अश्विनी कुमार (बिहार) : माननीय उपसभापति महोदया, इण्डियन एयर लाइंस के बारे में मंत्री महोदय ने जो कुछ बातें कही हैं, उसके अलावा 4 छोटे-छोटे मुद्दों की ओर मैं उनका ध्यान आकर्षित करना चाहता हूं और जब यह उपयुक्त समझेंगे उसके अनुसार उसकी व्यवस्था करने की व्यवस्था करेंगे ।

जैसे साल्वे साहब ने कहा कि नागपुर की स्थिति है, वैसी ही बिहार के दूसरे कैपिटल रांची की स्थिति है जिसमें 5 साल से नाईट लैंडिंग सर्विस लगने के पश्चात् भी आज तक चालू नहीं हो पायी है और जब भी कोई सर्विस कैंसिल होती है, सब से पहले रांची का नंबर आ जाता है । दूसरे मैं मंत्री महोदय का ध्यान कलकत्ता एयर पोर्ट की ओर आकर्षित करना चाहता हूं । वहां एअर पोर्ट्स से उतरने के बाद जो लगेज लेने की व्यवस्था है, वह इतनी गजब है कि 3 कन्वेयर बेल्ट्स पर आपका लगेज आता है और एक लगेज देखने के लिए आपको 3 जगह पर जाना पड़ता है । अगर साढ़े तीन सौ यात्री एक साथ वहां उतरते हैं उसके लिये समुचित व्यवस्था होनी चाहिये । कलकत्ता एक इन्टरनेशनल एयर पोर्ट हमारा है, उसकी भी अभी स्थिति शोचनीय है ।

यह मैं दूसरी बात कर रहा हूं कि जो एयर लाइन्स पर भोजन की व्यवस्था है। प्रति दिन इसमें गिरावट आती जा रही है दिल्ली के एयर पोर्ट से जो भोजन मिलता था, अच्छा होता था । मुझे दुख के साथ कहना पड़ता है कि 23 को मैं 401 से गया, जो लंच पैकेट मिला It was simply horrible and inadequate.

मैं दिल्ली एयर पोर्ट से कभी इतने रद्दी भोजन की अपेक्षा नहीं कर सकता । . . . **(व्यवधान)** . . .

THE DEPUTY CHAIRMAN: I can assure you that when we adjourn at 8. 30 P. M. I will give you *bhojan* today. So, let, us adjoun **for** good bhojan.

श्री अश्विनी कुमार : तो मैं लखनऊ और पटना एयर पोर्ट से जो भोजन मिलता है उसकी ओर भी ध्यान आकर्षित करूंगा । एक बड़ी विचित्र बात है मंत्री महोदय कि जब दिल्ली से हम पश्चिम की ओर जाते हैं या दक्षिण की ओर जाते हैं तो भोजन की व्यवस्था पूरब की अपेक्षा ज्यादा अच्छी है । पता नहीं पूरब में यह ग्रहण क्यों लग जाता है ? इसकी ओर आप जरा ध्यान दें . . . **(व्यवधान)**

[श्री अश्विनी कुमार]

यह जो रिजर्वेशन की व्यवस्था है, इसके लिए एक कम्प्यूटर की व्यवस्था की गई है । मैं इसकी बहुत मांग करता हूं परन्तु आजकल प्रतिदिन अनुभव होता है कि घंटों कम्प्यूटर खराब रहते हैं और कम्प्यूटर खराब रहने के बाद एयर टिकट भी इश्यू नहीं होता है । समस्या इतनी विचित्र हो जाती है कि यात्री एयर पोर्ट पर जायें या न जायें, वे संकट में आ जाते हैं और जब पूछा जाता है तो यह कहा जाता है कि लोड शेडिंग है । तो अगर कम्प्यूटर लगाए गए हैं तो वहां जनरेटर लगाकार उसकी व्यवस्था की जाये ।

अन्ततोगत्वा जो हमारा स्टाफ़ एयर पोर्ट पर है, मैं मंत्री महोदय से निवेदन करूंगा कि जो कठिनाइयां पूछने के काउंटर पर स्टाफ है वह ऐसा हो जो सहायता कर सके । उनको ऐसा लगता है कि कोई पैसेंजर आ गया है तो पता नहीं यह कौन सा हमारा गुलाम है, वह वह ऐसा मिस-विहेव करते हैं । जब उनसे हम कहते हैं कि आई एम ए मैम्बर आफ़ पार्लियामेंट . . . (व्यवधान) . . .

THE DEPUTY CHAIRMAN; Yes, I agree.

श्री अश्विनी कुमार : यह कहने में बड़ा संकट होता है । एयर पोर्ट पर मुझे यह कहने में बड़ी ग्लानि होती है कि मैं मैम्बर आफ़ पार्लियामेंट हूं, मुझे यह सुविधा प्रदान की जाए । यह एक नार्मल सुविधा होनी चाहिए और यह सुविधा एयर लाइंस के पैसेंजर्स को मिलनी चाहिये । वहां कोई उत्तर देने के लिए तैयार नहीं है । प्लेन कितने घंटे लेट है, यह पता नहीं है ? कब जलपान होगा, यह पता नहीं है ? छोटी-छोटी हम जानकारी मांगते हैं—लेट है 6 घंटे तो बतायेंगे दो घंटे और मैं आपको बता रहा हूं कि अभी मैं परसों कलकत्ता से आया हूं । वहां से प्लेन चला है 5 बजे और जब मैं 9 बजे एयर पोर्ट पर पहुंचा हूं तो वहां से फ्लाइट्स का बोर्ड भी हटा दिया गया था । मैं ड्यूटी आफिसर के पास गया कि दिल्ली फ्लाइट की क्या हालत है ? हमने बोर्ड हटा दिया, आप इतनी देर से क्यों आ रहे हैं ? मैंने कहा कि हमने तो स्टाफ़ से पूछा है और मुझे तो 11 बजे से पहले जाने के लक्षण भी नहीं दिखाई देते हैं और मैं तो 9 बजे ही आ गया हूं और आपने 9 बजे ही बोर्ड हटा दिया है । तो वह जो आफ़िसर हैं वह बोर्ड तो लगा दें कि लेट है । दोष हमारे ऊपर है । हमने चार बार फोन करके पूछ लिया, यह भी हमारा दोष है कि हम आकर राम-राम नहीं जपते रहे ? तो उनको कहें कि जरा ठीक से हिसाब-किताब बता कर लोगों को गाइड करें और जरा सदव्यवहार करें । इतनी ही कृपा मात्र चाहिये ।

SHRI V. NARAYANASAMY (Pondicherry); Madam, i will not go into the details of the hon. Minister's statement. In the statement, the Minister has said about more telephone connections. The facilities to the passengers have not been spelt out very elaborately. I would like to bring to his notice one thing. When we go to the office of the Airlines to get a booking, we are told that the computer is not accepting and the seats are already full. Then, as Members of Parliament, when we go to the airport, we get the OK ticket from the Duty Officer. But when we board the plane, 50 per cent of the seats are empty, - It is an odd fact.•

Secondly, Madam, during the engineers' strike, we were told that in some sectors, the flights have been cancelled. The new Government came to power. Even after 25 days, no rescheduling has been done. The flights which have been cancelled are cancelled for ever. Madam/ for Madras-Delhi, we had two flights in the evening. One is via Hyderabad and the other is a direct flight. The direct flight is Boeing and the *via* Hyderabad flight is Airbus. In ' the name of 're-scheduling, they are flying only the Airbus, and even that Airbus

[Shri V. Narayanasamy]

they are directing through Hyderabad. The second flight has been cancelled. The engineers' strike ig over. Still that flight has not been restored. Then the third point is about the hospitality, Madam. Either in -the flight or in the office or in the airport, if a passenger goes and asks for any infirmation, the staff there are talking to each other and they are not attending to the passengers. Moreover, the officers Whe are there, they think that the passengers are their servants. That aJUtude bas been developed among the. oflicers who are working jn the Indian Airlines and they are not rectifying it. Madam, hospitality towards the passengers should be more important and it should be given more consideration by the Minister. Then about the Board, Madam, the Indian Airlines Board was cancelled and the Government has not reconstituted the Board. I would like to know why they have no, t reconstituted the Board. These are my four specific questions to the Minister.

DR . (SHRIMATI SAROJNI MANI) (karnataka): modam I am happy to know that the aircraft engineers strike has been withdrawn and am also happy to know that the minister has assured the house that he would be able to extend manyaircaraft and amities to the parme ares but I would like to poit out madam that three bacvk one commet we was to improve the training and effency of the training and attency of the pilts and that committee was headed by capt peritra who nelassed his rout point no nagpur bomboy flight the accident at jaipur also while traininig a student in the being and who also went out of the country with the aircraft without permission and perior intimor and how we course you can expect sch a pson to head a committee and give a proper report for the effiecty and the peirmt of the pilots I would like to know. And J hope the Minister would look into this. And if that Committee has submitted its repsrt-, that report should be given to the Members of Parliament also.

Secondly, Madam, the Minister has also said that he is going to improve the aircraft engineering services. This is about the Indian Airlines and the Vayudoot also. That Committee is also headed by one Mr. Mehra who was having a workshop on automobiles. He has no engineering degree or diploma, has nothing to do with engineering, but is looking after the whole aircraft engineering services and and is expected to improve the engineering services of the aircraft. I would leave it to your good sense and common sense, Madam, as to how these people would be able *to* direct and guide the people and give a proper report about these things also. On the head of the Pawan Hans, three days back, I remarked. Capt. Bhasin was. there in whose concern, the Pawan Hans, you know aH the Westland helicopters have been grounded on account of the many accidents that they have met with. He is supposed to give a report on the Air Safety. Therefore, hew are these -people expected to give' these reports? Madam, on the 19th October, 1988, there were two accidents' one at Ahmedabad and the other near -Guwahati. Of course, the reports on them have been given by the judicial inquiry committees, and those reports have to be placed on the Table of the House. Madam, there is another Committee report also on Sanjay Gandhi air accident which took place. Even that report has not been submitted to the House. Of course, I am. net speaking about 'bhojan* or other things. Of course, it Is no use speaking on 'bhojan' and the other things. Whatever they give, that is meant for passing the time. That is all. Therefore, I would like the Minister- to look into these important committee reports and also the Judicial reports on the accidents which took place in October, 198 at Ahmedabad and Guwahati and also the Sanjay

Gandhi air accident report. I hope the Miniser will consider this and place the reports bn the Table of the House.

SHRl V. GOPALSAMY (Tamil Nadu): Madam Deputy Chairman passengers deserve the courtesy *of* the counters but the experience that we got over the last few years, is that passengers do not get the courtesy from. the counters. Suppose they come to know that we are politicians or Members of Parliamerit, you could see the bitterness aria prejudice *trom* their behaviour, irrespective of the fact to whichever party you may belong. But I do not want to demand from the Minister that the Members of Parliament should be treated f differently from the drdiriary passfinj gem Every passetigef should be treated equally well. Otherwise what, happen is that when foreigners come to this country, the first impression that they carry back With them is the treatment that they receive at the airport. If you watit to promote tourism in this country you have to take immediate steps to remedy this situation. Members of Parliament have been voicing grievance over this rhatter for the last many years on the floor of the Houses of Parliament, but nothing has been done so far.

One more thing Madam, that I want to say is about the food served. When we want to promote tourism in this country we should not force a particular type of feed oh the passengers. Of course vegetafiantem is being encouraged throughout the world, I agree arid appreciate that vegetarian food is being served every day on the Passengers who Want vegetarian food. But! certain days like Tuesday have been allocated When *only* vegetarian fetid is being served to the passengers and it ig said that it is because of some religions sentiments. Ours is a secular country. Everybody should have the option to (select the food that he Wants to take. Even though it is a small matter, We should not force only a particular . *pe* of food on forigners if they do not went to take it because they are not accustdmneed to vegetaraian foee we should not tust our views on them: or corse if they want vegetarian food your give them but why do you want that on Tuesdays nobody should take n beg food these are the things we shoud takes into accounts

Thank you, Madam

डा० रत्नाकर पाण्डेय (उत्तर प्रदेश) : माननीय उपसभापति महोदया, मंत्री महोदय ने जो हवाई जहाज के यात्रियों को व्यवस्था में सुधार के संबंध में कहा है उसमें बहुत कुछ हमारी सरकार करती रही है उसे और आगे बढ़ाने का काम इन्होंने किया है और समयबद्ध ढंग से किया है । मैं जानना चाहता हूं कि वाराणसी जहां से मैं आता हूं सबसे बड़ा धार्मिक स्थल है और यात्रियों की संख्या गोवा आदि से भी अधिक है । वहां पर बहुत से यात्रियों को प्रतीक्षा करनी पड़ती है और केवल एक या दो फ्लाइट वहां से तो क्या वाराणसी से फ्लाइट्स बढ़ाने की व्यवस्था। आप कर रहे हैं ? शाम को 4-4, 5-5 घंटे फ्लाइट लेट आती है और रास्ते में हम लोगों को कभी-कभी चॉय-बिस्कुट दी जाती है और लोग को 12-1 बजे यात्री दिल्ली या कलकत्ता पहुंचते हैं । बिना खाये-पिये रह जाते हैं। क्यों मंत्री महोदय जो फ्लाइट लेट है और जहां डिनर या लंच को प्रोग्राम होता है देश में सबके लिए भोजन व्यवस्था करेंगे ? दूसरे मैं यह जानना चाहती हूं कि पहाड़ी इलाकों में नार्थ-ईस्टर्न जोन या कश्मीर में जो फ्लाइट आती है वहां बहुत सी सीटें सेना के लिए और अन्य लोगों के लिए पहले से फिक्स रहती हैं । क्योंकि वे आते नहीं हैं सीट खाली रहती हैं जब कि पैसेंजर्स प्रतीक्षा करते रहते हैं उन फ्लाइटों में जाने के लिए । पैसेंजर्स जो वेटिंग लिस्ट में हैं उनको वे सीटें नहीं दी जाती हैं तो उन सीटों के लिए आप क्या कर रहे हैं ?

कम्प्यूटराइजेशन सिस्टम हमने इंट्रोडयूस किया था लेकिन उसके बावजूद भी हाथ से लिखे हुए टिकट हमें मिलते हैं-

दिल्ली में भी और देश के अन्य हिस्सों में भी । मैं जानना चाहता हूं कि पूरा कम्प्यूटराइजेशन कब तक आप कर लेंगे और कब तक इसका पालन होगा यह मैं जानना चाहता हूं ।

श्री सुरेन्द्रजीत सिंह अहलूवालिया (बिहार) : उपसभापति महोदया, मैं आपके माध्यम से मंत्री जी से कहना चाहता हूं कि मुझे अफसोस हुआ कि कल तो बड़ा तगड़ा सा स्टेटमेंट लाये थे और आज का स्टेटमेंट देखकर ऐसा महसूस होता है कि आई.ए.टी.ए. की गाइडलाइन्स ले कर आ गये । यह जो चीजें स्टेटमेंट में बतायी गई हैं यह तो पूरी दुनियां में जो आई.ए.टी.ए. लाइन्स का सदस्य होगा वह सारी चीजें उसको प्रोवाइड करनी पड़ेगी और प्रोवाइड की जाती रही हैं, कोई नई चीज नहीं है । सिर्फ एक चीज का ब्यौरा उन्होंने दिया है कि इंजीनियर्स की स्ट्राइक को अनकंडीशनली हटवा दिया । जब यह अपना भाषण कर रहे थे, कह रहे थे कि कश्मीर के एबडक्टर लोगों का उसकी डिमांड से पहले ही फैसला हो गया था । (**व्यवधान**)।

8 P. M.

इन्होंने अनकंडीशनली ही विदड्रा करवा ली क्योंकि स्ट्राइक इन्होंने ही करवाई और इसलिए अनकंडीशनली विदड्रा भी हो गई । उनकी डिमांड क्या थी.। क्या इस पर आपने गौर किया है ? दूसरी बात मैं मंत्री महोदय से यह जानना चाहता हूं कि इंजीनियर्स के अलावा पाइलट्स की भी डिमांड्स पेंडिंग हैं और इसके अलावा कू मेबर्स एसोसिएशन की रिकगनिशन के लिए भी डिमांड पेंडिंग है, उनके बारे में आप क्या विचार कर रहे हैं ? मैं आपसे यह भी गुजारिश करना चाहता हूं कि आप कलकत्ता जब जाइएगा तो आपको पता चलेगा कि वहां पर लगेज हैंडलिंग का जो सिस्टम है उसमें जितना दिल्ली से कलकत्ता जाने के लिए इंतजार करना पड़ता है उतना ही लगेज के लिए भी इंतजार करना पड़ता है । कभी कभी तो दो तीन और चार चार फ्लाइट्स एक साथ दिल्ली के लिए बंगलौर, बम्बई और मद्रास की लैण्ड कर जाती हैं । वहां पर लगेज हैंडलिंग सिस्टम पुअर है, आप उसमे सुधार लाने की कोशिश करें । हमारे सामने आई.ए.टी.ए. की गाइडलाइन्स पेश न करें । आपने टेलीफोन नम्बरों की संख्या बढ़ा दी है । लेकिन जब भी सुबह 5452433 वाला नम्बर लगाते हैं तो घंटी बजती रहती है, कोई उसको उठाता नहीं है । कोई दूसरा सब्सक्राइबर उसको लगाये रहता है और नो रिप्लाइ होता रहता है । ऐसी स्थिति में इन नम्बरों के बारे में क्या हालत है, यह भी बताइये और इन नम्बरों का प्रचार कीजिए । दूसरी बात मैं यह कहना चाहता हूं कि टिकट देते वक्त हमारे पैसेंजरों का नम्बर लिखवाया जाता है, उसका क्या महत्व है ? जब कोई फ्लाइट लेट हो जाती है तो पैसेंजर को इंफार्म करने का कोई बन्दोबस्त नहीं है ? सीटी आफिस से जो बस पसेंजरर्स ले जाती है उस बस का चालक अगर बता दे कि फ्लाइट 6 घंटे लेट है और आप लौट कर घर चले जाइए, मैं वक्त पर आ जाऊंगा तो पैसेंजर्स को सुविधा हो सकती है । इस संबंध में आप क्या बन्दोबस्त करने जा रहे हैं, कृपया वह भी बताइये ।

THE DEPUTY CHAIRMAN:, Shri Padmanabham He is not here. Shri Santosh Bagrodia. One minute...

SHRI SANTOSH BAGRODIA (Rajasthan): I will only ask pointed questions. -.

Firstly, there has been a 118 pep cent increase in the number of flights through our air corridor in the last one year. Moreover, with more and more sophisticated aircraft coming into service; vastly new communication systems are emerging. I would like to know; what arrangements you are making so that the new communication systems are properly installed; for safty and for efficiency.

Secondly, there is enormous Underutilisation of aircraft capacity owing to orrational limitations. What are; your plans in this regard?

[Shri Santosh Bagrodia]

Thirdly, Jaipur being an airport which is very close to Delhi, there is lot of congestion as the Delhi airport. Would the Government make Jaipur international airport so that the congestion at Delhi can be reduced?

Fourthly, —this is a very small point —when passengers come from Jaipur to Delhi, they land at Delhi around 11-12 p. m. in the night. There is only one ladder for the disembarkation of passengers. The condition is so terrible. Tired passengers have to use only this ladder. It is also not safe because, after landing, the passengers must evacuate as quickly as possible.

Lastly, Madam, the food served at Calcutta is extremely poor Now, the Oberoi and the Taj are doing very well. Why don't you commission them for this purpose? Calcutta is not being given proper treatment.

SHRIMATI BIJOYA CHAKRAVARTY (Assam): Madam Deputy "Chairman, I congratulate the hon. Minister on the various measures he is, taking for the improvement' of air services. Madam, earlier, there were two services operating between Guwahati and Delhi. But unfortunately, in the early part of November, one -service. wae withdrawn. This is causing a great hardship to the people in the entire North-Eastem Region because only from Guwahati, people from the entire North-East can travel to Delhi. Therefore, I would like to know whether the hon. Minister propose, to restore this service which has been withdrawn.

Secondly; when there is a major mechanical break-down in Patna or in Guwahati, the engineers have to be brought from Delhi. This causes a lot of delay and it takes around 8-10 hours. I would like to know from the hon. Minister whether they will provide adequate technical facilities at these airports'.

श्री मोर्जा ईर्शादबेग (गुजरात): उपसभापति महोदया, मैं मंत्री महोदय से इतनी ही जानकारी लेना चाहूंगा कि अजमेर एक बड़ा ही महत्वपूर्ण तीर्थ स्थल है और उसके करीब ही पुष्कर जी का भी तीर्थ धाम है। अभी तक दिल्ली से अजमेर को जोड़ा नहीं गया है। मैं समझता हूं कि सरकार के पास यह बात पेंडिंग पड़ी हुई है। इसलिए मैं जानकारी लेना चाहता हूं कि क्या आप इसको देखेंगे और कितनी जल्दी आप यह सुविधा दे देंगे और क्या इसके बारे में आप कोई कदम उठाएंगे?

SHRI S. S. AHLUWALIA; Madam, just one minute. It a suggestion.

THE DEPUTY CHAIRMAN:. I won't permit. Please do not be unruly. I said, no and no means no-

SHRI K. V; THANGKABALU (Tamil Nadu): I am asking only one question.

THS DEPUTY CHAIRMAN: When 1 say, no, sometimes you have also to abide by the Chair. I am very sorry to say that you people are not abid ing by the Chair—the entire House. I want to bring this on record.

SHRI ARIF MOHD. KHAN; " Madami I thank the hon. Members for-showing interest about Indian Airlines and, giving very concrete suggestions, J must say that I share the. -sentiments which, have been expressed by hon Members. With regard, to. the ser,, vices feeing provided by indian Airlines there is a great deal of dissatis, -, faction.

[The Vice-Chairman (Shri; Miras Irshadbaig) in the Chair]

The main concern of my statement is about the Maintenance Engineers' strike I must say that they have agreed to' withdraw the strike without putting any conditions after the new Government assumed. *OFFICE I* am sure, Sir, the hon Members will. forgive me today they will show some indulgence towards me if I am

. not able to reply to all the points . which. they have raised.

SHRI SATYA PRAKASH MALAVIYA; But the Statement is regarding the performance of the Indian Airlines.

SHRI ARIF MOHD. KHAN; I will come before the. House sometime later because I have already stated that I share to a large extent the sentiments which have been expressed by the Members and I have said that there ig a great'deal of dissatisfaction. In fact in the first week itself I sat with the Ministry officials and I asked them to ring up the inquiry office at the Palam Airport and let me know the timing of a flight which, i had already been told, wag delayed by more than an hour. In th© presence of my officials I asked my staff to ring up the Palam Airport! Indian Airlines office. It took more than 20 minutes to get the line and after we succeeded in getting the line, the information which was given by the person sitting at the information desk was not correct.

Now, Mr. Ahluwalia says that these •re guidelines. I do not know whose guidelines these are.

SHRI S. S. AHLUWALIA: IATA guidelines.

SHRI ARIF MOHD. KHAN; Well, I have not listed out something which was already being provided. If this is in accordance with the guidelines of IATA, I am not aware of those details, but then I would say that previously those guidelines were being violated.

SHRI S. S. AHLUWALIA; You must know.

SHRI ARIF MOHD. KHAN; I am thankful.

SHRI JAGESH DESAI (Maharashtra); Earlier also in reply to my 'question it was said that we 'are serving meals.

SHRl ARIF MOHD. KHAN: It is not merely providing of meals. If they envisaged that the flight is delayed by more than three hours, the passengers will not be made to stay at Airport. Arrangements are being made at the nearby hotels.

SHRI S. S. AHLUWALIA; That is the IATA guideline that you have to provide 5-star hotel facilities and as Civil Aviation Minister if you do not know the IATA guidelines, it is really bad.

SHRI ARIF MOHD. KHAN: I am not challenging that they are not IATA guidelines. I thank you very much for letting me know that it is a part of the IATA guidelines. If it is so, the Indian Airlines were violating these guidelines. This is not something old which I have listed here...

SHRI V. NARAYANASAMY; They were not violating. They were giving accommodation. Kindly go through it before speaking—

SHRI S. S. AHLUWALIA: These are normal things. Please try to understand things. *(. Interruptions)*,

SHRI ARIF MOHD. KHAN: I do not know what the bone °f contention is. On the basis of the information which has been given to me, I have stated this and it is a part of my statement that these are new services which we are introducing.

SHRi S. S. AHLUWALIA; No, no...

SHRI ARIF MOHD. KHAN: If Mr. Ahluwalia insists that this is not new, then definitely i will take it up with the Minisry officials. Okay, if this is not ___ Why are you getting excited? I am agreeing with you. That is what I am saying.

SHRI V. NARAYANASAMY: You have not been given full informations

SHRI ARIF MOHD. KHAN: Sir, al these years only two lines wen operating at the airport and as I havs mentioned, now we have got 20 more lines sanctioned. This is new; this is not an old thing--------- 1 am not discussing IATA. I am discussing what we are going to provide. What we are going to provide, i am discussing that. All these stations, the State capitals, places of tourist importance, were not connected by, what you call, the HFSSB communication system. The hon. Members who definitely are more learned will excuse me, but I have taken over charge of this Department only about two weeks back. So I am not challenging what you are saying. I am merely giving you information because I felt concerned, because I thought the Members should have—not the Members, but the passengers should have—better services, that the Airlines should be able to provide better services to the passengers. I agree with hon. Members that people use Airlines services because they want to reach early, but if the flights are going to be delayed by hours, or are going to be cancelled and the passengers do not receive any information from the airport and the Airlines offices, then it is a very sorry state of affairs. The only thing

an say as that, well,

SHRT V. NARAYANASAMY; Mr. Minister, instead of getting or not getting information, you are getting wrong information.

SHRI ARIF MOHD. KHAN; I have already admitted that.

आप इस बात को एप्रिशिएट करेंगे। लेकिन मेरा ख्याल है, रत्नाकर पाण्डेय जी सहमत होंगे कि शायद अभी तक इस विभाग की तरफ, और कुछ नहीं कहूंगा, कुछ ज्यादा ध्यान था, शायद कुछ ज्यादा इनडलजेंस था सिविल एवियेशन की तरफ (व्यवधान)

श्री सुरेन्द्रजीत सिंह अहलुवालिया : अगर ज्यादा ध्यान था यह जो आप एच०एस० एफ०एफ० बी० मशीन के बारे में बात कर रहे हैं आप क्या यह बात अपने अफसरों से पूछेंगे कि यह मशीन कब लाई गई है?

श्री आरिफ मोहम्मद खान : जरूर पूछेंगे।

श्री सुरेन्द्रजीत सिंह अहलुवालिया : उसका प्लान किस ने बनाया?

उपसभाध्यक्ष (श्री भीर्जा इर्शादबेग): अहलुवालिया जी थोड़ा इशारा भी समझ लिया करो।

श्री आरिफ मोहम्मद खान : मैं इससे आगे बढ़ कर के कहता हूं। एअरलाईंस की सर्विसेज को ले कर जो चिन्ता व्यक्त की गई है मैं उस चिन्ता से सहमत हूं। मैं उस चिन्ता से बराबर चिन्तित हूं। मैं सिर्फ आज स्टेटमेंट देने के लिए नहीं बल्कि इन सेवाओं में किस तरह से सुधार लाया जा सकता है मैं आपके साथ बैठ कर विचार-विमर्श करना चाहूंगा मैं चाहूंगा कि जिस तरह से कंज्युमर कौंसिल है उनसे निवेदन किया है कि आप सरप्राइज चेक कीजिये एअरपोर्टस की और वहां जो सर्विसेज हम कह रहे हैं वह दी जा रही है या नहीं दी जा रही है, उस पर आप हमें बताएं। अगर हम उस फीड बैक के जरिये सूचना हासिल करना चाहते हैं तो हम माननीय सदस्यों को इस प्रक्रिया में जरूर सम्मिलित करेंगे। हम इनकी सेवाओं में सुधार करना चाहते हैं।

माननीय साल्वे जी ने नागपुर की फ्लाइट के बारे में कहा, रत्नाकर जी ने बनारस की फ्लाइट और विजया जी ने गुवाहाटी की फ्लाइट के बारे में कहा, सबने भी कहा। मैं इस वक्त सिर्फ इतना कह पाऊंगा...

उपसभाध्यक्ष (श्री भीर्जा ईर्शादबेग) : अजमेर के लिए आपने कहा था।

श्री आरिफ मोहम्मद खान : लेकिन अजमेर के लिए अभी राजस्थान सरकार

की तरफ से जमीन उपलब्ध करायी जानी है वह नहीं उपलब्ध करायी जा सकी है। लेकिन आपने कहा है इसलिए हम दुबारा से राजस्थान सरकार के साथ इस मामले को उठायेंगे।

सर्विसेज के बारे में आपने कहा तो इंजीनियर्स की स्ट्राइक के कारण जो सेवाओं में बाधा उत्पन्न हुई है हम उम्मीद करते हैं और मुझे ऐसा बताया गया है कि 10 जनवरी तक वे सब नार्मल हो जायेंगी। यह नहीं कि 10 जनवरी तक ही होंगी, 10 जनवरी से पहले भी हो सकती है। लेकिन शायद 10 जनवरी तक लग सकता है सभी सेवाओं में, इसीलिए मैंने अपने वक्तव्य में कहा कि नीयर नार्मल कंडीशन्स है।

श्री एन० के० पी० साल्वे : 10 जनवरी तक ये फ्लाइट्स रेस्टोर हो जायेंगी।

श्री आरिफ मोहम्मद खान : ये फ्लाइट्स रेस्टोर होंगी। जो फ्लाइट्स पहले से चलती थीं वे रेस्टोर होंगी। लेकिन अगर वहां फ्लाइट नहीं होगी तो हम नयी फ्लाइट चलायेंगे।

.. SHRI SUBRAMANIAN SWAMY: Stay I interrupt the Minister? Are you 'saying normalcy even if fog? Of^er Europe there is so much fog and; no. flights are delayed, but in India even in minimal fog the flights are -delayed. • Now, what are you going. to do about it?

THE VICE-CHAIRMAN (SHRI MIRZA IRSHADBAIG); I think a iquesttbn has been raised by the honourable Member and he will be applying to it.

SHRI. ARIF MOHD. KHAN: Well, I have said that services to the extent they 'have been affected by this strike of the Maintenance Engineers, we 'hope, will be restored by the 10th of January. Fog is not included 'in that. About other problems, I have already made this offer, not offer, but, in fact, I would request the help of honourable Members. About fog, I will specially seek the help of Shri Subramanian Swamy.

SHRI SANTOSH BAGRODIA; What about ticketing facility?... *(Interruptions)...*

SHRI ARIF MOHD. KHAN: With regard to all the suggestions which have been given by honourable Members, I would like to assure honourable Members that we will take all those suggestions into consideration and try to act on those suggestions as soon as possible... *(Interruptions)...*

SHRI SANTOSH BAGRODIA; You have not replied to aH the points, but We don't mind it because you are not fully informed. Will you please inform the Members, especially on points which have been raised by those individual Members?... *(. Interruptions)...*

SHRI ARIF MOHD. KHAN: What? ... *(Interruptions)...*

SHRI SANTOSH BAGRODIA: Supposing I have raised a question and you have not been able to reply because you are not fully informed—which we appreciate—will you please write to me on that point at least?

SHRi ARIF MOHD. KHAN: I have already said that the statement was, though the heading may be wrong, mainly about the disruption in the services caused by the strike of the Maintenance Engineers. I have also stated that whatever suggestions have been given by the honourable Members will be taken into consideration by us and we shall try to act on them... *(Interruptions)...* We shall definitely try to take those suggestions into consideration and, if I say that then I shall certainly be writing to you. Thank you.

श्री सुरेन्द्रजीत सिंह अहलुवालिया : एक मेरी गुजारिश है। मैं आपसे एक चीज मांगना चाहता हूं।

उपसभाध्यक्ष (श्री मीर्जा इर्शादबेग) : कहां तक मांगते रहेंगे। मांगने के लिए और समय चाहिए।

श्री सुरेन्द्रजीत सिंह अहलुवालिया : एयर होस्टेसेज जो हैं वे पैसेंजर्स के सामने हाथ जोड़कर खड़ी रहती हैं। उसका जवाब भी पैसेंजर्स नहीं देते हैं और उनकी बेइज्जती होती है। मैंने पहले भी गुजारिश की थी और आपके माध्यम से मैं फिर मांग करता हूं कि यह हाथ जोड़ने की प्रथा बंद की जाये।

श्री आरिफ मोहम्मद खान : जो बात आपने कही है, जो सुझाव माननीय सदस्य ने दिया है निश्चित तौर पर मैं उस पर गौर करूंगा। लेकिन मैं उससे आगे बढ़कर एक बात कहना चाहता था, वह मुझे ध्यान में नहीं आ रही थी, मैं अहलुवालिया जी को धन्यवाद दूंगा कि उन्होंने याद दिला दी.. कि उन्होंने याद दिला दिया। केवल इंडियन एयरलाइंस ही नहीं, एयर-इण्डिया, वायुदूत या दूसरी भी हमारी जो संस्थायें हैं सिविल एविएशन मिनिस्ट्री के अन्तर्गत, लिंग के आधार पर जो कोई विभेद अब तक चल रहे थे, कोई भी विभेद लिंग के आधार पर चलाये रखने की इजाजत नहीं दी जाएगी।

उसके लिये फौरी निर्देश दे दिये गये हैं और चाहे महिलाएं एयरलाइंस से ताल्लुक रखने वाली हों, चाहे पुरुष हों, उनके साथ समान व्यवहार होगा। धन्यवाद।

THE VICE-CHAIRMAN (SHRI MIRZA IRSHADBAIG); Now the House stand adjourned till 11 o'clock tomorrow.

The House then adjourned at twenty-one minutes past eight of the clock till eleven of the clock on Thursday, the 28th December, **1989.**